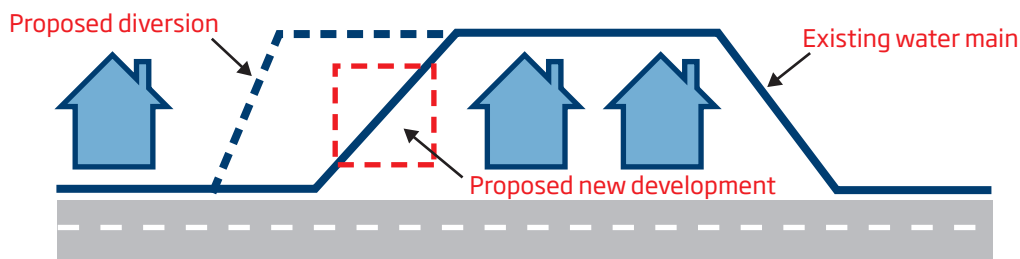


**Guidance notes and procedure**

These guidance notes will assist you in completing a new sewer adoption application. You should read the notes in conjunction with the Water Industry Act 1991. The relevant section is Section 185 - alteration and removal of pipes in certain cases.

**Why do I need a water main diversion?**

Your development works are within an easement area over our water supply main. This strip is normally 3m on either side of the pipeline, but is sometimes wider depending on the pipeline’s diameter, material or strategic nature. We require unrestricted access at all times to carry out maintenance and repairs.



**Can I build over a water main?**

Building over a water supply main is not allowed under any circumstance, or anywhere near to it within the easement strip. Water mains are pressurised and carry large volumes of water. This means that additional loading close to or above our pipeline, or an excavation nearby causing ground instability, can lead to either damage or a burst. This can result in potential risk to life, property and financial loss, along with impacting on our customers in the surrounding area.

Any new development must be located at a safe distance from our water mains. Our preference is that your plans are designed to avoid our public system. If your works cannot be altered we will consider diversion options.

It is vital that you discuss proposals with us at an early stage. Failure to do so may result in expensive changes to your layout, or construction being stopped whilst a solution is agreed.

**How close can I build over a water main?**

This table shows our ‘stand-off distances’ required between any new structure and our water main. The easement strip is the minimum width necessary to repair, maintain or renew our asset. It varies with the size, depth and pressure of the water main, and we also consider pipe material and ground conditions. Wessex Water reserves the right to change the requirements for specific sites or strategic mains. If you are in any doubt please ask.

No structure or other obstruction is allowed over or within the stand-off distance. Building foundations must be taken down to a lower depth or be designed in such a way that they do not place additional loading onto a water main. Piling proposals are reviewed on a case by case basis - auger bored is preferred rather than driven methods.

Water main diameter (mm)	Not exceeding 180mm	181mm to 399mm	400mm and above
Minimum stand-off distance (m) each side of pipe	3m	5m	6m

*Measurements are given for a pipeline depth of between 900mm and 2000mm. The stand off distance may increase for a strategic water main due to material, size, depth and pressure.*

## What do I need to do?

If you want to divert our water main, you should submit your application to us before you start construction.

### Step 1 Submit your application

Please complete the application form. Send it, along with relevant information in PDF format (and the layout drawing in AutoCAD format) to our local Developer Services office. Contact details are at the end of these notes.

### Step 2 Application acknowledgement

We will acknowledge if the application is complete or incomplete. We will ask for further information if necessary.

### Step 3 Application complete and fixed fee payment

We will confirm when your application is complete, i.e. is there sufficient information for us to start technical review.

We will confirm our fixed fees, which you will need to pay upfront.

Please refer to our Developer services changing arrangements for further details and payment options.

## Diversion by Wessex Water only

### Step 4 Appraisal, proposal, and charges payment

We will carry out an appraisal, and produce a design proposal.

We will then calculate and confirm the additional fees that you need to pay. Please refer to our Developer services changing arrangements for further details and payment options.

### Step 5 Agreement

We will issue you an Agreement for signature, and a line and level form to guarantee the route of the trench.

### Step 6 Construction and inspection

When we have received the signed Agreement, line and level form and your payment, we will arrange a construction programme with you. Our lead-in time is six weeks minimum. The start date may depend on issues to resolve beforehand such as land entry, environmental surveys, highway notices, or service diversions.

## Diversion by self lay provider

### Step 4 Technical assessment, and charges payment

We will review your design, which may need alterations or additions to comply with the standards required. When the revisions are complete, we will give you approval.

We will then calculate and confirm the additional fees that you need to pay. Please refer to our Developer services changing arrangements for further details and payment options.

### Step 5 Agreement

We will issue you an Agreement for signature, and a line and level form to guarantee the connection position onto our existing system.

### Step 6 Construction and inspection

When we have received the signed Agreement and your payment, we will arrange a construction programme with you for the non-contestable works such as connection to the network. Our lead-in time is six weeks minimum.

## What information do I need to provide?

In order for us to assess your proposals, you need to provide the following information:

- \* Location plan
- \* Layout plan, showing position of building work relative to the existing water main (AutoCad format)
- \* Land ownership details for the site, plus adjoining land ownership details if the water mains are close to the boundary
- \* Third party details if the water main diversion is proposed to be laid or connected off site (you must have written permission)
- \* Ground investigation report confirming soil conditions or contamination.
- \* Any other relevant information.

## How do I know where a water main is?

You can request a copy of our records, which can help with the approximate location of existing pipes. More information about asset enquiries is on our website.

The exact location of the water main needs establishing before you start your development (using ground penetration surveys or trial holes). We will advise you if this needs to be done under our supervision. You are liable for costs if you damage our asset.

## How much will it cost?

Please refer to our Developer services changing arrangements.

## Who can carry out the work?

Either we or an accredited contractor (self lay provider) can lay water mains diversions. We have responsibility for certain non-contestable items, such as mains connections, for network security and public health reasons. More details are in our Developer services changing arrangements.

## What happens if I carry on without permission?

In some circumstances, we may have to use our statutory powers to stop your works. It is in your interest to contact us at an early stage to avoid abortive costs, delays or other problems.

## What happens if the diversion application is refused?

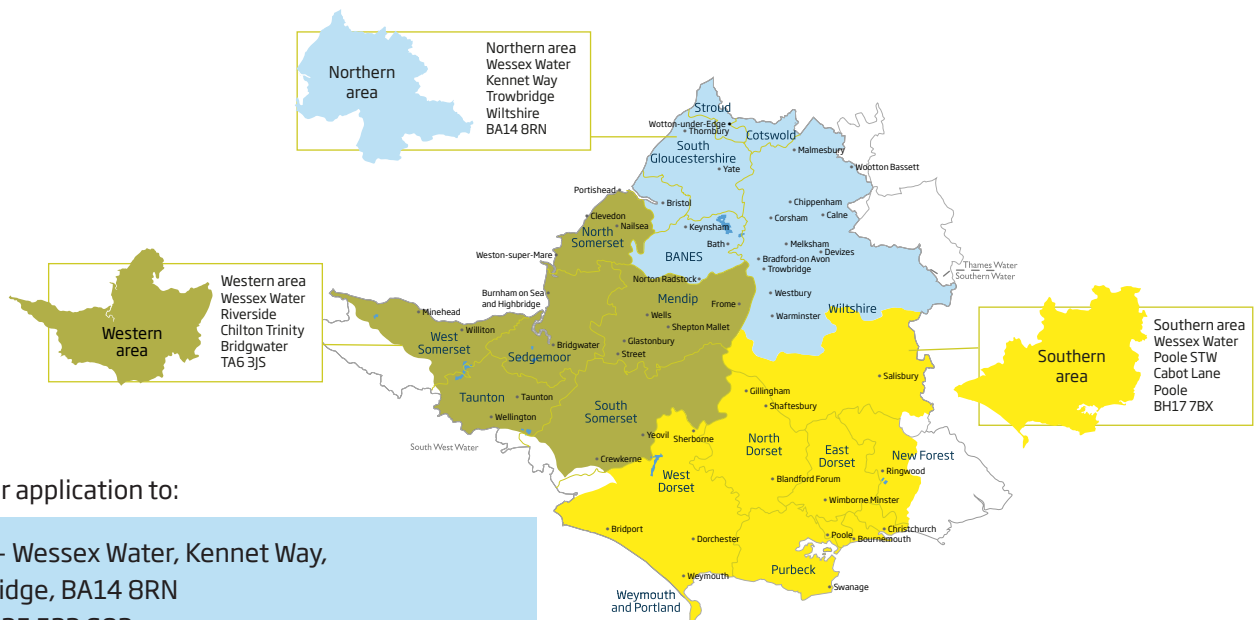
We have a duty of care to our existing customers. If we consider your diversion is unfeasible we may formally reject the application and provide reasons. Examples of this are technical difficulties or affecting a strategic trunk main.

## What can I do if I disagree with the decision?

If you are not satisfied with our decision then you should first discuss it with Developer Services. If a solution cannot be agreed you may use the formal Wessex Water complaint system or contact OFWAT for a ruling.

## How long does it take?

We aim to meet the target dates that Water UK uses for performance metrics. More details are on our website.



Send your application to:

**North** - Wessex Water, Kennet Way,  
Trowbridge, BA14 8RN  
Tel 01225 522 682  
Email [development.north@wessexwater.co.uk](mailto:development.north@wessexwater.co.uk)

**South** - Wessex Water, Poole, STW, Cabot Lane,  
Poole, BH17 7BX  
Tel: 01202 643 461  
Email [development.south@wessexwater.co.uk](mailto:development.south@wessexwater.co.uk)

**West** - Wessex Water, Riverside, Chilton Trinity,  
Bridgwater, TA6 3JS  
Tel 01823 225 225  
Email [development.west@wessexwater.co.uk](mailto:development.west@wessexwater.co.uk)