Developer services

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: NewConnections, DeveloperServices, WessexWater, ClavertonDown, Bath, BA27WW

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  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 using Wessex Water’s online payment portal, via online banking, by BACS, credit card or cheque. Please include your reference number for any quote we have provided:

Account name: Wessex Water Services Ltd.

Sort code: 40-02-50

Account number: 51385895

**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. 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.
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 Waters 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 (blue medium density polyethylene (mdpe)) 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.

Developers shall provide a chlorination certificate for pipes of 50mm outside diameter and above before the connection is carried out.

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 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 the contamination of drinking water and inefficient or misuse of water.

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.

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

You are advised to use a plumber who is a member of one of the schemes: plans will be required for all industrial, commercial and agricultural premises:

- The Water Industry Approved Plumbers’ Scheme (WIAPS)
- Association of Plumbing and Heating Contractors (AHPC)
- Chartered Institute of Plumbing and Heating Engineering (CIPHE)
- Anglian Water’s A Plus
- Severn Trent’s Watermark
- Thames Water’s TAPS

For further information on approved plumber schemes, please visit www.watersafe.org.uk

Where applicable please allow at least 10 working days for approval to be granted.

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.

Sprinkler systems, standpipes, animal water troughs or compound supplies, must comply with water regulations.
Please see following typical installations for guidance.

**Typical standpipe installation**

- Hasp and staple
- Lockable weatherproof box
- Tap to be securely fixed to the box
- Hose union tap
- Pipe clips mounted off to allow for insulation
- Pipe insulated in accordance with BS 6700 against damage from frost
- Drain tap
- Double check valve
- Copper to polyethylene fitting (optional)
- Waterproof insulation carried to 750mm below ground level
- Ends to be sealed
- Mounting stake
- 750mm to 1350mm depth

**Typical domestic fire sprinkler installation**

- To sprinkler system
- To domestic supply
- 32mm MDPE
- .25mm MDPE
- Site boundary
- Lever operated full way valve
- X
- Site boundary
- Water meter
- Boundary stop tap
- Water company main
5 Contaminated land

Wessex Water has an obligation under the Water Supply (Water Fittings) Regulations to safeguard against contamination of water supplied through its pipes. Accordingly, all service pipes must provide adequate protection from organic or inorganic contaminants and toxic substances that may be present within the soil. Such contaminants can pose a serious human health hazard as they can permeate through pipe materials and pollute the water supply. They can also accelerate the deterioration of pipe materials resulting in premature failures, leakage and loss of water quality.

Please note that where oil central heating systems are installed, barrier pipe must be used.

Where a supply pipe runs under permeable paving on a driveway or parking area you are required to use barrier pipe.

To determine the likelihood of contaminants being present within site soils or groundwater, an assessment and/or site investigation needs to be undertaken.

Developers seeking new connections must submit a Site Assessment Report (SAR) meeting the specifications of Guidance for the Selection of Water Supply Pipes to be used in Brownfield Sites (UKWIR ref.10/WM/03/21). This information must be sufficient to allow Wessex Water to confirm the appropriate pipe or mitigation method. Failure by a developer to supply an adequate SAR will result in the requirement for pipes to be laid with protection to avoid future contaminates of the water supply.

Please note that further information on the installation of water supply pipes in contaminated land can be found on the United Kingdom Water Industry Research (UKWIR) website under Report Ref. No. 10/WM/03/21 – ‘Guidance for the Selection of Water Supply Pipes to be used in Brownfield Sites’ (www.ukwir.org).

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:

<table>
<thead>
<tr>
<th>Water fitting/appliance</th>
<th>Loading units</th>
</tr>
</thead>
<tbody>
<tr>
<td>WC flushing cistern</td>
<td>2</td>
</tr>
<tr>
<td>Wash basin in a house</td>
<td>1.5</td>
</tr>
<tr>
<td>Wash basin elsewhere</td>
<td>3</td>
</tr>
<tr>
<td>Urinal</td>
<td>3</td>
</tr>
<tr>
<td>Bath (tap nominal size ¾”/20mm)</td>
<td>10</td>
</tr>
<tr>
<td>Bath (tap nominal size &gt;¾”/20mm)</td>
<td>22</td>
</tr>
<tr>
<td>Shower</td>
<td>3</td>
</tr>
<tr>
<td>Sink (tap nominal size ½”/15mm)</td>
<td>3</td>
</tr>
<tr>
<td>Sink (tap nominal size &gt;½”/15mm)</td>
<td>5</td>
</tr>
<tr>
<td>Spray tap</td>
<td>0.5</td>
</tr>
<tr>
<td>Bidet</td>
<td>1.5</td>
</tr>
<tr>
<td>Domestic appliance (subject to a min allowance of six loading units per accommodation unit)</td>
<td>3</td>
</tr>
<tr>
<td>Communal or commercial appliance not listed in table</td>
<td>10</td>
</tr>
<tr>
<td>Any other water fitting or outlet (including a tap – but excluding a urinal or water softener)</td>
<td>3</td>
</tr>
<tr>
<td>Swimming pool</td>
<td>24</td>
</tr>
</tbody>
</table>

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 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 £1200 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 £1700. 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 3 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 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.

Why do I need a soils report?

In order that we can assess the presence and risk posed by contaminants in the ground and determine the pipe material to be used.