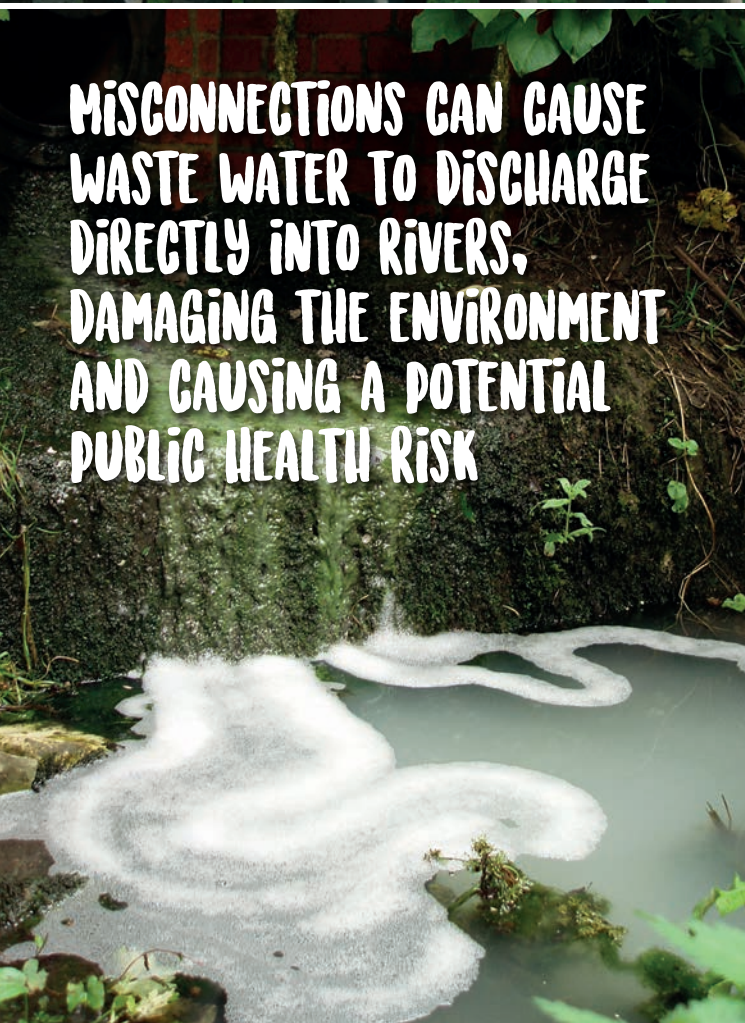




**MISCONNECTIONS CAN CAUSE  
WASTE WATER TO DISCHARGE  
DIRECTLY INTO RIVERS,  
DAMAGING THE ENVIRONMENT  
AND CAUSING A POTENTIAL  
PUBLIC HEALTH RISK**



## WHAT NEXT?

We would appreciate your cooperation while our dedicated Operation Streamclean team is in your area to examine connections to the foul and surface water drainage systems.

They will be looking for any wrong connections and will be able to advise you on making the right connection to prevent damage to the environment.

NEVER let anybody into your home if you are not sure of their identity and if they don't have a clearly marked Wessex Water identification card.

If you have any doubts about the identity of the team please ring our customer services on 0345 600 4 600.

## FURTHER HELP

It isn't our responsibility to put any misconnections right but should they find one, the Operation Streamclean team may be able to give you on the spot advice regarding what you should do next.

Further help is available from any of the following:

- NHBC (if your house is 10 years old or less)
- local council building control
- your insurance company - check to see whether you are covered
- any reputable builder or plumber - always obtain three quotes for any job.

For more information contact our customer services.

Call 0345 600 4 600  
(Monday to Friday, 8am to 6pm)

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

Website: [wessexwater.co.uk](http://wessexwater.co.uk)

*Calls to 0345 numbers usually cost the same as standard UK landline numbers. Please check with your telephone service provider.*



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## OPERATION STREAMCLEAN right connections

*Ensuring the right connections  
to protect the environment*



Wessex Water  
YTL GROUP



FOR YOU.  
FOR LIFE.

## WHAT IS OPERATION STREAMCLEAN?

We are committed to looking after the environment in the communities we serve and established Operation Streamclean to help reduce pollution to local streams.

Much of this pollution stems from incorrect domestic drainage arrangements and problems associated with the sewerage system.

Operation Streamclean aims to find the sources of such pollution and identify the cause and has located numerous properties with wrong connections since it began.

Many of these have been put right by property owners but in some cases enforcement by government agencies is necessary.

## WHY DO WE NEED IT?

Most housing areas, particularly those completed in the latter part of the last century, have two completely separate drainage systems.

Surface water sewers collect rainwater and drain into streams. The foul sewer collects waste water, which is taken to the local sewage treatment works.

One of the major problems we face is that in some households appliances have been wrongly connected to the rainwater drains - all household waste water should go into the foul sewer.

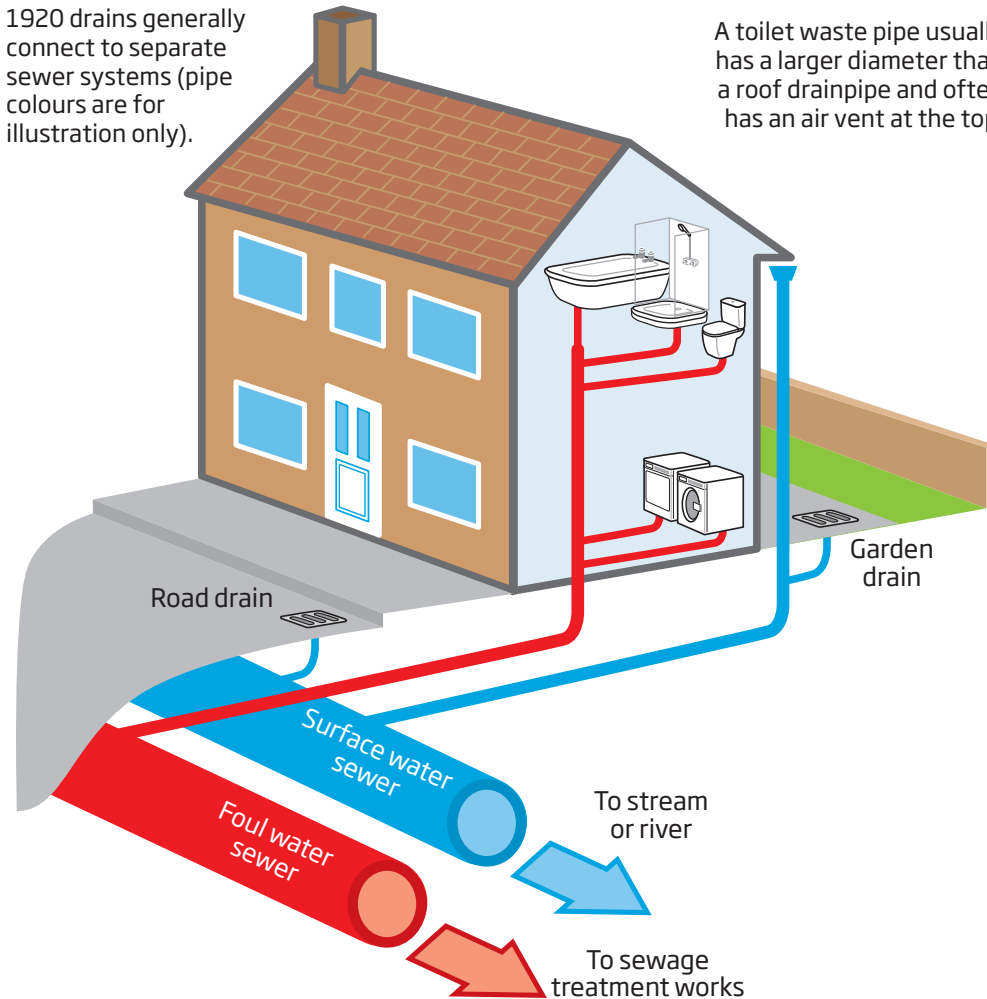
These misconnections often occur during renovation work or when extensions are built but in some instances faulty plumbing has been found in properties.

In those cases, waste water from washing machines, dishwashers, drains and toilets can be discharged directly into rivers and streams.

As well as damaging the environment this is a potential public health risk.

## Correct drainage connections

In houses built after 1920 drains generally connect to separate sewer systems (pipe colours are for illustration only).

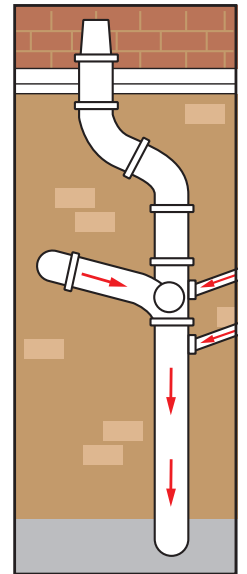


**Surface water**  
for clean rainwater from roofs and ground runoff.

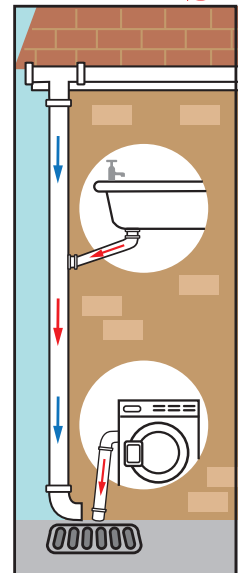
**Foul water**  
for dirty water from toilets, sinks, washing machines etc.

A toilet waste pipe usually has a larger diameter than a roof drainpipe and often has an air vent at the top.

**Correct** ✓



**Incorrect** ✗



A roof drainpipe is connected to the roof gutter and carries rainwater to the surface water drain.

Pipes carrying foul water should not join to this pipe or feed into the same drain.