



5 steps to connection

The easy step guide to your new water connection

Step 1: Application



- Completing this form should take approximately 20 minutes
- You will need to provide the following information, so please ensure you have it to hand.



Plot information

We'll request information about how many plots you wish to supply and whether the plots are for domestic or non-domestic purposes.



Water tank information

If you're installing a water tank or booster arrangement, we will need to understand details such as the size of the tank and ask that you provide plumbing drawings.



Firefighting supply details

If you are installing a dedicated firefighting supply or sprinkler system, please provide details such as the size of supply required and design drawings.



Payment information

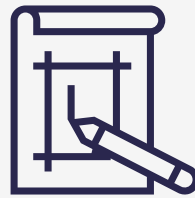
An application fee for the services will be due when submitting an application. The quickest and easiest way to make a payment is online via our secure payment facility or BACS transfer (details can be found in the '[My Payments](#)' section). Alternatively, you can send us a cheque or arrange a callback to pay by telephone **0345 357 2428**.



Once an application has been submitted, we will accept or request for further information within 5 days.



Step 2: Design, survey and cost advice



Using the information provided within your application, we will:



Review and identify the size, material and location of your new or replacement service connection.

This may include a site survey, hydraulic modelling review and water quality assessment. Please note we will also make our Network Regulations team aware of all potentially notifiable works being applied for, however, this does not negate the need for formal notification of works if required.

As such, if the works being completed are deemed notifiable, please ensure that the formal notification process is followed and a separate form is issued to our Network Regulations team for review.

For further information about notifiable works and to issue notification, please visit our website:

www.affinitywater.co.uk/water-fittings-regulations



Provide you with cost advice and survey drawings confirming the size, material, cost and location of your new or replacement service connection.

This will also mention whether there are any extraordinary factors which may delay completion of the works, (E.g. the requirement for a road closure or special engineering difficulties such as proximity to railway lines). The cost advice will be provided within 28 days of your complete application being submitted.

The cost advice issued will be a convertible quote meaning that we will also show costs which would be incurred should you choose to appoint an accredited self-lay provider to complete the works on our behalf.



For more information on using self-lay providers, please visit our website:
www.affinitywater.co.uk/self-lay-providers

Should you wish to proceed you will be asked to select which option you wish to pursue.



Step 3: Payment

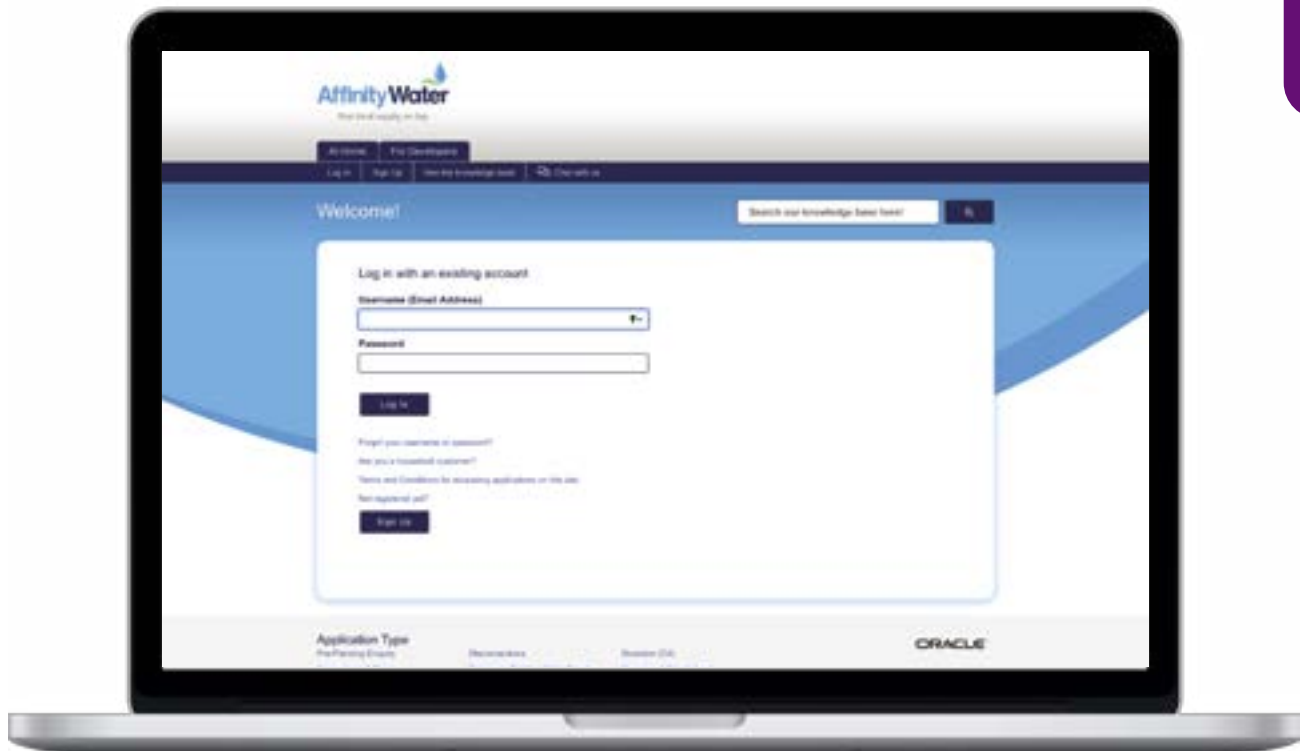


Once you have confirmed that you wish to proceed and have accepted the appropriate option as per your cost advice, you will be asked to make payment for the option you have selected:

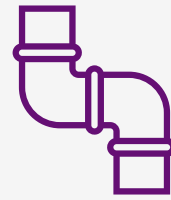


How to make payments

Please visit the **'My Payments'** section of our online customer portal. You can pay via our secure online payment facility. Alternatively, you can make a payment via cheque, BACS or telephone. Please note that the quickest and easiest way to complete a payment is either online or via BACS transfer.



Step 4: Laying your pipework



After accepting the cost advice and completing payment, the next step is for you to commence laying pipework on your side of the boundary as per our design drawing. You will need to ensure that the newly installed pipe is compliant with the Water Supply (Water Fittings) Regulations 1999. The easiest way to ensure this is to have your supply installed by an approved plumber or groundworker who can then certify the installation for you.

- You will need to ensure all pipework is of the size and material specified in the cost advice you have received and that the service(s) have been installed up to the agreed connection point at the boundary of your site, as per the survey drawing issued with your cost advice.
- You may be asked to provide photographs of the newly installed pipework along with the certificate from an approved plumber or groundworker. Please refer to the **'Are you ready for connection?'** document issued with your cost advice for further information.
- Once you have completed installing your pipework and have necessary photos or certificates to assure the work, please log into the **'Request for Work'** section of our online portal where you can attach all of the required evidence and request a connection date.
- We will review all the information submitted and respond to advise whether we require any further information from you before we pass the works over to our delivery partner.



NB: Please be advised that all services sized at 63mm or larger will also require testing and chlorination prior to final connection. Please review our **'Disinfection of Services'** leaflet for further information about steps to connection in these instances as the process will vary.



Step 5: Completing the connection



Once the pipework on your side of the boundary has been installed and all relevant supporting evidence has been approved, we will arrange an installation date for your new or replacement service connection. Our planning team will contact you within five days of the information being received to propose a connection date.



We will excavate our side and run a new service pipe from the boundary of your property up to our existing water main to make the connection.

We usually complete all new service connections within 21 calendar days, unless there are third party restrictions such as permit approvals or road closures required which may delay access.

Please note, for services 63mm in size or larger, testing and chlorination of both your supply pipe and our newly installed service will be required, these samples will need to be assessed and passed before final connection to our live water network can be made.

Please review our **'Disinfection of Services'** leaflet for further information about steps to connection in these instances as the process will vary.



A meter will be installed for each new property being connected. Meters will be situated in boundary boxes or pits at the boundary of your property, unless you are building a block of flats and using a common supply, in which case meters will be situated in a designated meter room/cupboard internally.



If not already provided, we will require a full postal address for any new properties at this stage, so that the correct customer accounts can be created.

Once we have connected your new supply, we will reinstate the excavations ensuring that we leave the area clean, safe and tidy.



Our planning team will contact you within five days of the information being received to propose a connection date

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Meters will be situated in boundary boxes or pits at the boundary of your property

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We usually complete all new service connections within 21 calendar days

Got any questions?

You can contact us through these methods:



Online

Log in and fill out the enquiry form on our customer portal affinitywater.custhelp.com



Webchat

Log into our customer portal to speak to us on webchat. Open 9am-4pm, Monday to Friday affinitywater.custhelp.com/app/chat/chat_launch



Post

Development Experience,
Affinity Water Ltd, Tamblin Way,
Hatfield, Herts, AL10 9EZ.



Email

dx@affinitywater.co.uk



Call

0345 357 2428, Monday to Thursday 8:30am - 5:00pm, Friday 8:30am - 4:30pm
(Calls are recorded for training and monitoring purposes)



Affinity Water Limited

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