

NEW WATER MAINS INSTALLATION GUIDE

This leaflet will give you an overview of your mains installation journey. We aim to complete the installation of all new mains within 90 days of payment. Please note if you have appointed a Self-Lay Provider (SLP) to complete some/ all the installation work for you, you should consult with them directly.

Process Overview



Design Acceptance and Payment

Once you are ready for your new water main you accept the design and make payment.



Programming the Work

Our planners will contact you to arrange a pre-construction site meeting and programme the work.



Get the Site Ready

Prior to the agreed date, you will need to get the site ready. We will come and inspect 2 days before the start date.



Mains Installation

We will lay, pressure test, disinfect and sample the newly laid pipework and complete the final connection. This will be in multiple visits.



Service Connections

You make payment and request the individual service connections. We aim to install these within 21 days of your request.



Post Construction Site Inspection

Once all new pipework is installed, we will visit with our delivery partner to confirm all work is to our specification.

Construction and Design Management (CDM) Regulations 2015

Under the CDM Regulations 2015 we would like to remind you that the developer has client responsibilities for the new mains construction on your site. These include:

- Selection and appointment of a competent principal designer.
- Selection and appointment of a competent principal contractor.
- Verify that a sufficient construction phase plan is in place prior to commencement and reviewed/ revised during the project.
- Verify that suitable welfare facilities are available throughout the duration of the project.

Contact Details

Throughout this process you will have a dedicated representative from our team who will be on hand to answer any questions you might have.

Affinity Water Representative

Name: Mobile Number:

Email:

Delivery Agent

Name: Mobile Number:

In the event of an **emergency** situation, relating to damage to our mains and/or apparatus please contact our 24-hour operational line on **0345 357 2407**

New Mains Installation

Pre-construction meeting

Before the construction of the new water main begins, a pre-construction site meeting will be arranged by appointment. This meeting will be attended by a member of our team, a member of our delivery partner's team and representatives from the developer. At this meeting the process for mains installation will be explained and details of the requirements of all parties discussed.

Programming the work

Our planning team will be in contact with you to arrange a suitable date for the installation of our new water mains and apparatus. Any off-site works will be subject to necessary permits being granted – we will keep you informed of any changes to the original plan. **It is vitally important that you also let us know, as soon as possible, if your requirements change (for example the date is no longer suitable, or the scope of the work needs to change).**

To safeguard the quality of our water it is important that the new water mains are not installed too far in advance of the properties being completed and occupied. If water mains are not sufficiently "turned-over" the quality of the water can deteriorate and cause a public health risk.

Site Preparation

Depending upon the agreement made with us, it is likely that your site will be responsible for the excavation of the trenches. Please see our "**Trench Specification Guidance**" document for details on the requirements for this. It is important that all trenches are dug in line with the design drawing that has been agreed by all parties. Any variation in this may result in work being aborted, or remedial work being required.

A member of our delivery team will attend two days prior to the start date to confirm site is ready for the work to commence on the planned date. Any work in the public highway/ off-site, unless agreed otherwise, will be excavated, and reinstated by our teams.

Laying the water mains

On the day our team will normally be with you in the morning (unless otherwise advised). If there are any issues, we will endeavour to keep you informed. Before they begin work onsite, the team will need to be inducted onto your site to ensure they can always adhere to health and safety/ site procedures. The details of this should be discussed at the pre-construction meeting.

The water mains & apparatus will be laid in accordance with the accepted design and to our specifications. We expect that our pipework will be installed at a depth between 750mm and 1200mm from the finished surface to the top of the main and have a minimum clearance from other utility apparatus of 300mm.

Mains testing, disinfection and sampling

Following the laying of the new mains our commissioning agent will attend to complete the pressure testing and disinfection of the new pipework. This is done to ensure the installation does not put our ability to provide high quality drinking water at risk. Once this is complete they will flush and sample the pipework.

The sample will then be taken away for analysis at our labs. This analysis usually takes between 3-5 days and once we have a satisfactory result, we will return to complete the final (*back-to-back*) connection.

Once this connection is done, we will complete one final flush and sample of our main and when this is confirmed as satisfactory it will be ready for the service connections to be made.

Reinstatement

Depending upon the agreement in place for the work, it is likely that you will be responsible for the reinstatement of the work onsite. This should be completed to the required standard, ensuring our apparatus is sufficiently protected. Please see "**Installation and positioning of new utility apparatus**" guidance for details on building up and reinstating the chambers around our fittings and positioning of other utilities apparatus. *We will the complete reinstatement of any excavations that we complete.*

If a live water main gets damaged, please call our 24-hour operational line immediately on **0345 357 2407**.

Post Construction Site Inspection

Once our new apparatus has been installed, we will attend a site-walk with our delivery partner to ensure everything has been installed as per the design drawing, to the appropriate specification, there is no damage or defects on the newly installed apparatus and the reinstatement has been completed to the required standard.

New Service Connections

Once the new water main has been commissioned the new services connections can be made when you request them. Once requested, these will be completed within 21 days, unless agreed otherwise.

Payment & Request – send payment for plots against the services cost and contact a member of our team to request the installation of the plot(s).

Planning & Inspection – Our planners will contact you to agree a suitable install date. Once agreed we will visit 2 days prior to the work to ensure you are ready.

Complete Connection(s) – We will attend on the agreed day to complete the service connection(s). *Larger service may need disinfecting prior to connection to our network.*

- Hydrant Licensing -

Please be advised that unauthorised use of a washout/ hydrant is an offence under Section 174 of the Water Industry Act 1991 and may result in prosecution. If you are intending on using one of our hydrants/ washouts for building water, you must obtain a hydrant license from us.

For further information please visit www.affinitywater.co.uk and search for '**hydrant license**' or contact the hydrant licensing team at hydrant.licensing@affinitywater.co.uk.

